

Atorney Docket No. 01705/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): T. UENO

Serial No. : 10/002,742

Filed : Nov. 2, 2001

For : SYSTEM, METHOD AND COMPUTER
PROGRAM PRODUCT FOR
COMPLAINT REPORT ISSUE

Art Unit : 2163

Examiner :

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

Submitted herewith are copies of the documents identified on the attached form PTO/SB/08A. The documents were cited in related applications Serial Nos. 10/002,772 and 10/002,771.

It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that the documents listed therein have been considered and made of record.

Respectfully submitted,

Leonard Holtz, Esq.
Reg. No. 22,974

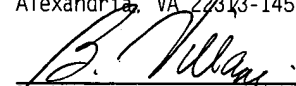
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Dated: February 19, 2004

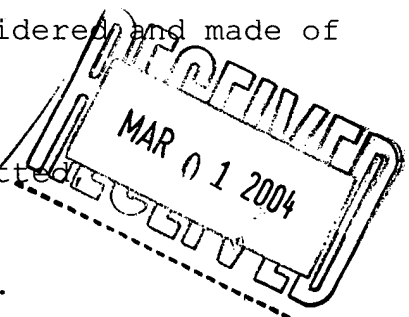
Frishauf, Holtz, Goodman & Chick, P.C.
767 Third Avenue, 25th Floor
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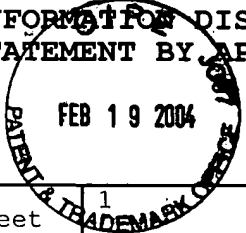
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PTO/SB/08A (08-00)

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,742
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2163
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number	01705/LH	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,365,310	A	Jenkins et al	11-15-1994	
		5,459,552	A	Ohira	10-17-1995	
		5,819,110	A	Motoyama	10-06-1998	

FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

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Examiner Signature

Date Considered

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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: **February 19, 2004**